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PTO/SB/21 (09-04)

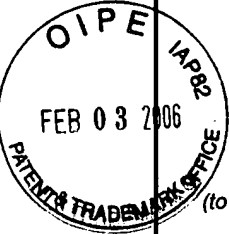
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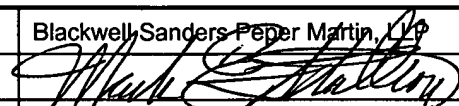
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	Application Number	10/735,470	
	Filing Date	December 12, 2003	
	First Named Inventor	Anand R. Kumar	
	Art Unit	3627	
	Examiner Name	Andrew J. Fischer	
Total Number of Pages in This Submission	4	Attorney Docket Number	717841.4


ENCLOSURES (check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication TC
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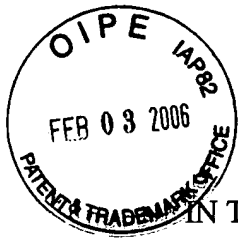
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name	Blackwell Sanders Peper Martin LLP		
Signature			
Printed Name	Mark E. Stallion		
Date	Feb 03, 2006	Reg. No.	46,132

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PATENT
717841.4

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application of: Anand R. Kumar, et al.	:	Examiner: Andrew J. Fischer
	:	
Serial No.: 10/735,470	:	Group Art Unit: 3627
	:	
Filed: December 12, 2003	:	Attorney Docket No.: 717841.4
	:	
For: METHOD AND APPARATUS FOR	:	Customer No.: 027128
PROVIDING INTEGRATED CUSTOMER :	:	
CARE AND WORK-FLOW	:	Confirmation No.: 4313
MANAGEMENT	:	
	:	

STATUS REQUEST

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants respectfully inquire as to the status of the above-identified application and would appreciate it if they could be informed as to when they can expect to receive the initial Office Action in this application. A copy of the Official Filing Receipt for subject application is attached hereto.

Respectfully submitted,

Date: Feb 03, 2006

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APPL NO.	FILING OR 371 (c) DATE	ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/735,470	12/12/2003	3627	1522	717841.4	25	45	5

CONFIRMATION NO. 4313

UPDATED FILING RECEIPT



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Date Mailed: 06/15/2004

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Domestic Priority data as claimed by applicant

This appln claims benefit of 60/511,154 10/14/2003

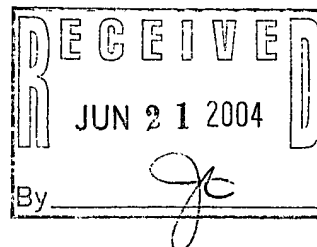
Foreign Applications

If Required, Foreign Filing License Granted: 03/23/2004

Projected Publication Date: 04/14/2005

Non-Publication Request: No

Early Publication Request: No



Title

Method and apparatus for providing integrated customer care and work-flow management

Preliminary Class

705

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